



# **Monthly Briefing Report One Stop Operator**

Reporting Period: November 2022

## Focus Areas:

- Update
- Performance Metrics
- New OSO and next steps.

## Updates

Over the past 60 days, our team has been working on the following:

### 1) Continued System Quality Services

- The Customer Experience survey results are currently at 94.64 % for October /November period.



### 2) Partner Integration

- Gwinnett One Stop Partner meetings still yielding 35+ partners each month.
- Clayton County and Douglas County Partner Meetings continue to grow with new partners and participation
- Eight Hiring events with 45 in attendance
- Added Financial and Computer Literacy workshops at Comprehensive Center
- Added four new partner/employers

### 3) Recruiting/Hiring New One Stop Operations Manager

- Marchelle Worthey served excellently in the interim role
- New OSO began 11/15/2022

## Equus Monthly Briefing Report

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### Center Usage

- October - 334
- November - 238

### Center Calls

- October - 222
- November - 160

**94.12 %**  
**Customer**  
**Satisfaction**  
**Rating**



*Currently engaged with 50+ partners and employers across the ARC Workforce area to maximize our impact and bring resources to businesses and individuals needing assistance via in-person and virtual avenues to ensure excellence in service delivery and responsiveness.*

# Equus Monthly Briefing Report

## Performance Metrics

Project: GA ATLANTA WIOA ONE STOP (OSO) Project Director: Lynn Hamilton

Benchmarks	Target/ Eff Target	Category/ Freq	Contr ID	Jul22 <-----	Aug22 -----	Sep22 -----	Oct22 -----	Nov22 -----	Dec22 ---Tar	Jan23 get---	Feb23 -----	Mar23 -----	Apr23 -----	May23 -----	Jun23 ----->
RAYS Training Completion	98% 98.00%	Completion Quarterly	30452	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	100.00% 98.00%	*	*	*	*	*	*	*	*
Partner Integration	3 3.00	--- Monthly	30452	5.00 3.00	5.00 3.00	4.00 3.00	4.00 3.00	*	*	*	*	*	*	*	*
Business Services	2 2.00	--- Monthly	30452	3.00 2.00	3.00 2.00	7.00 2.00	5.00 2.00	*	*	*	*	*	*	*	*
Customer Satisfaction Surveys	92% 92.00%	--- Quarterly	30452	94.64% 92.00%	96.00% 92.00%	96.08% 92.00%	94.12% 92.00%								

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Partner Integration	3 3.00	--- Monthly	30452	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	3.00 3.00	4.00 3.00	5.00 3.00	5.00 3.00
Business Services	2 2.00	--- Monthly	30452	2.00 2.00	4.00 2.00	2.00 2.00	2.00 2.00	2.00 2.00	2.00 2.00	3.00 2.00	2.00 2.00	3.00 2.00	3.00 2.00	2.00 2.00	5.00 2.00
Customer Satisfaction Surveys	92% 92.00%	--- Quarterly	30452	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	100.00% 92.00%	94.74% 92.00%	96.08% 92.00%	100.00% 92.00%	96.97% 92.00%	96.49% 92.00%	92.00% 92.00%	94.23% 92.00%	94.87% 92.00%

## New OSO and next steps:

### Introduction of New OSO: Ursula Amey-Reid

- *New to the role but not to EWS Atlanta Regional – Served as our BSC in the Clayton Center from 2017 to 2022*
- *20+ years of experience in Workforce Services across several agencies and providers.*
- *We are thrilled to welcome Ursula to this role!*

## Equus Monthly Briefing Report

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### Next Steps:

Continue to grow partner connections in Clayton, Henry, Fayette and Douglas. Working with WIOA staff in One Stop to conduct monthly workshops for staff to include: Resume, Interviewing Skills, LinkedIn, and WorkSource GA Portal usage.

Continue to advertise usage of Worksource Atlanta Region App. Working with EWS Career Service partner to expand outreach.

